

Title VI Plan Cover Page



CITY OF SHOW LOW 2020

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Para Información en Español: Jay Brimhall, Community Services Director

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Executive Summary

Show Low is located in Navajo County along the Mogollon Rim in east central Arizona. The city was established in 1870 and incorporated in 1953. The Four Seasons Connection (FSC) bus line began in 1996 with a 5311 rural public transportation agreement between the City of Show Low and the Arizona Department of Transportation. The FSC transit system is further supported by an intergovernmental agreement with the Town of Pinetop-Lakeside that provide 50% of the local match. The Four Seasons Connection continues to operate two daily routes (51 stops), Monday through Saturday, serving the public transportation needs for Show Low and Pinetop-Lakeside. During its first year of operation, annual ridership totaled 2,600; in 2015, ridership totaled 175,000 with ridership expected to reach 200,000 by the end of 2016.

In 2009, the White Mountain Connection (WMC) regional commuter bus line was added and intergovernmental agreements established with Navajo County, and the towns and colleges served by this service. WMC operates one daily commuter route, Monday through Friday, connecting Show Low, Pinetop-Lakeside, Taylor, Snowflake, Navajo County, Northland Pioneer College and Holbrook. The WMC bus also connects with Greyhound Bus Lines in Holbrook three times daily. Annual WMC ridership in 2015 totaled 15,000.

The FSC and WMC transit lines deliver reliable public transportation to a broad service area. The City and its transit partners actively strive to promote regional coordination and cost-sharing for a reliable and inexpensive transit service that provides connectivity beyond local boundaries. Our transit system provides an opportunity for all population groups within our community to have safe, dependable and affordable transportation access to major commercial, medical, government and recreation centers throughout our service area.

What type of program fund(s) did you apply for?

- ☐ 5310
- ☒ 5311
- ☐ Other (please explain) _____

Type of Funding Requests? (Check all that apply)

- ☐ Vehicle Funds
- ☒ Operating Funds
- ☒ Other (please explain) Administration and Capital Improvements

Is your agency receiving direct funds from FTA?

- ☐ If yes, please attach a copy of your FTA letter of approval of Title VI Plan.
- ☒ No

Non Discrimination Notice to the Public

Notifying the Public of Rights Under Title VI and ADA CITY OF SHOW LOW

CITY OF SHOW LOW operates its programs and services without regard to race, color, national origin or disability in accordance with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA). Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the **CITY OF SHOW LOW**.

For more information on the **CITY OF SHOW LOW**'s civil rights program, and the procedures to file a complaint, contact **Lisa Robertson, Grants & Transit Manager, 928-532-4097; email lrobertson@showlowaz.gov**; or visit our administrative office at **180 N. 9th Street, Show Low, AZ 85901**. For more information, visit **showlowaz.gov**.

Complaints may be filed directly with the Arizona Department of Transportation (**ADOT**) **Civil Rights Office**. ATTN: Title VI Program Coordinator 206 S. 17TH Ave MD 155A RM: 183 Phoenix AZ, 85007 or with the Federal Transit Administration (**FTA**). ATTN: Title VI Program Coordinator, 1200 New Jersey Ave., SE Washington DC 20590

If information is needed in another language, contact **928-532-4014**. *Para información en Español llame: **Jay Brimhall, Community Services Director**

Non Discrimination Notice to the Public - Spanish

Aviso Público Sobre los Derechos Bajo el Título VI Y ADA CITY OF SHOW LOW

CITY OF SHOW LOW (*y sus subcontratistas, si cualquiera*) asegura cumplir con el Título VI de la Ley de los Derechos Civiles de 1964, Sección 504 de la Ley de Rehabilitación de 1973 y La Ley de ciudadanos Americanos con Discapacidades de 1990 (ADA). El nivel y la calidad de servicios de transporte serán proveídos sin consideración a su raza, color, país de origen, o discapacidad.

Para obtener más información sobre el programa de Derechos Civiles de **CITY OF SHOW LOW**, y los procedimientos para presentar una queja, contacte **Lisa Robertson, Grants & Transit Manager 928-532-4097**, o visite nuestra oficina administrativa en **180 N. 9th Street, Show Low, AZ 85901**. Para obtener más información, visite **showlowaz.gov**

Una queja puede ser presentada con la oficina de Derechos Civiles del Departamento de Transporte de Arizona (**ADOT**). Atención: Title VI Program Manager, 206 S. 17th Ave MD 155A Phoenix AZ, 85007 o con la Administración Federal de Transporte (**FTA**). Atención: Title VI Coordinator, 1200 New Jersey Ave., SE Washington DC 20590.

The above notices are posted in the following locations: **Show Low City Hall; Show Low Public Library; Show Low Aquatics Center; Show Low website @ showlowaz.gov; and all Public Transit Vehicles.**

This notice is posted online at **showlowaz.gov**

Non Discrimination ADA/Title VI

Complaint Procedures

These procedures provide guidance for all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA) as they relate to any program or activity that is administered by **CITY OF SHOW LOW** including consultants, contractors and vendors. Intimidation or retaliation as a result of a complaint is prohibited by law. In addition to these procedures, complainants reserve the right to file a formal complaint with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to resolve complaints at the lowest possible level.

- (1) Any person who believes he and/or she has been discriminated against on the basis of race, color, national origin, or disability may file a Discrimination complaint by completing and submitting the agency's Title VI Complaint Form.
- (2) Formal complaints must be filed within **180** calendar days of the last date of the alleged act of discrimination or the date when the alleged discrimination became known to the complainant(s), or where there has been a continuing course of conduct, the date on which the conduct was discontinued or the latest instance of the conduct.
- (3) Complaints must be in writing and signed by the complainant(s) and must include the complainant(s) name, address and phone number. The ADA/Title VI contact person will assist the complainant with documenting the issues if necessary.
- (4) Allegations received by fax or e-mail will be acknowledged and processed, once the identity of the complainant(s) and the intent to proceed with the complaint have been established. For this, the complainant is required to mail a signed, original copy of the fax or email transmittal for the complaint to be processed.
- (5) Allegations received by telephone will be reduced to writing and provided to the complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for him/her to complete, sign and return for processing.
- (6) Once submitted **CITY OF SHOW LOW** will review the complaint form to determine jurisdiction. All complaints will receive an acknowledgement letter informing her/him whether the complaint will be investigated by the **CITY OF SHOW LOW** or submitted to the State or Federal authority for guidance.

- (7) **CITY OF SHOW LOW** will notify the ADOT Civil Rights Office of ALL Discrimination complaints within 72 hours via telephone at 602-712-8946; or email at civilrightsoffice@azdot.gov.
- (8) **CITY OF SHOW LOW** has 5 business days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 5 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 5 business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.
- (9) After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Discrimination violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur.
- (10) A copy of either the closure letter or LOF must be also be submitted to ADOT within **72** hours of that decision. Letters may be submitted by hardcopy or email.
- (11) A complainant dissatisfied with **CITY OF SHOW LOW** decision may file a complaint with the Arizona Department of Transportation (**ADOT**) or the Federal Transit Administration (**FTA**) offices of Civil Rights: **ADOT**: ATTN ADA/Title VI Program Coordinator 206 S. 17TH Ave MD 155A RM: 183 Phoenix AZ, 85007 **FTA**: Attention Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590
- (12) A copy of these procedures can be found online at: showlowaz.gov.

*If information is needed in another language, contact 928-532-4014. *Para información en Español llame: Jay Brimhall, Community Services Director*

Discrimination ADA/Title VI Complaint Form

Section I:		
Name:		
Address:		
Telephone (Home):	Telephone (Work):	
Electronic Mail Address:		
Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other
Section II:		
Are you filing this complaint on your own behalf?	<input type="checkbox"/> Yes*	<input type="checkbox"/> No
<i>*If you answered "yes" to this question, go to Section III.</i>		
If not, please supply the name and relationship of the person for whom you are complaining.		
Please explain why you have filed for a third party:		
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Section III:		
I believe the discrimination I experienced was based on (check all that apply):		
<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin <input type="checkbox"/> Disability
Date of Alleged Discrimination (Month, Day, Year): _____		
<p>Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.</p> <p>_____</p> <p>_____</p> <p>_____</p>		
Section VI:		
Have you previously filed a Discrimination Complaint with this agency?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

If yes, please provide any reference information regarding your previous complaint.

Section V:

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

☐ Yes ☐ No

If yes, check all that apply:

☐ Federal Agency: _____

☐ Federal Court: _____ ☐ State Agency: _____

☐ State Court : _____ ☐ Local Agency: _____

Please provide information about a contact person at the agency/court where the complaint was filed.

Name: _____

Title: _____

Agency: _____

Address: _____

Telephone: _____

Section VI:

Name of agency complaint is against: _____

Name of person complaint is against: _____

Title: _____

Location: _____

Telephone Number (if available): _____

You may attach any written materials or other information that you think is relevant to your complaint.
Your signature and date are **required** below:

Signature

Date

Please submit this form in person at the address below, or mail this form to:

CITY OF SHOW LOW

Lisa Robertson, Grants & Transit Manager

180 N. 9th Street, Show Low, AZ 85901

928-532-4097

lrobertson@showlowaz.gov

A copy of this form can be found online at **showlowaz.gov**

Discrimination ADA/Title VI Investigations, Complaints, and Lawsuits

If no investigations, lawsuits, or complaints were filed select the option below.

☒ **CITY OF SHOW LOW** has not had any ADA nor Title VI Discrimination complaints, investigations, or lawsuits in **2019**.

Complainant	Date (Month, Day, Year)	Basis of Complaint (Race, Color, National Origin or Disability)	Summary of Allegation	Status	Action(s) Taken	Final Findings?
Investigations						
1)						
2)						
Lawsuits						
1)						
2)						
Complaints						
1)						
2)						

Public Participation Plan

CITY OF SHOW LOW is engaging the public in its planning and decision-making processes, as well as its marketing and outreach activities. The public will be invited to participate in the process whether through public meetings or surveys.

As an agency receiving federal financial assistance, **CITY OF SHOW LOW** made the following community outreach efforts and activities to engage minority and Limited English Proficient populations since the last Title VI Plan submittal to ADOT CRO.

- ☒ Expanded the distribution of agency brochures
- ☒ Advertised public announcements through newspapers, fliers, or radio
- ☒ Posted the Nondiscrimination Public Notices to the following locations:
 - ☒ Within transportation vehicles
 - ☒ Lobby of agency
- ☒ Partnered with other local agencies to advertise services provided.
- ☒ Hosted public information meetings and or hearings in May and June, 2018 and January and February 2019.
- ☒ Hosted an information booth at a community event on June 1-3, 2018
- ☒ Updated agency documents/publications to make them more user-friendly e.g. comment forms or agency brochures
- ☒ List other: Transit Advisory Committee Meetings; Rider Satisfaction Surveys; Regional Transit Planning Meetings; Student Shadow Day; KIDS Rock Day; City Council Meetings.

CITY OF SHOW LOW will make the following community outreach efforts for the **upcoming year**:

- ☒ Expand the distribution of agency brochures
- ☒ Advertise public announcements through newspapers, fliers, or radio
- ☒ Post the Nondiscrimination Public Notices to the following locations:
 - ☒ Within transportation vehicles
 - ☒ Lobby of agency
- ☒ Partner with other local agencies to advertise services provided.
- ☒ Host public information meetings and or hearings.
- ☒ Add public interactive content to the agency's webpage for the public e.g. social media, to communicate schedule changes or activities.
- ☒ List other Transit Advisory Committee Meetings; Rider Satisfaction Surveys; Regional Transit Planning Meetings; Student Shadow Day; KIDS Rock Day; City Council Meetings.



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Public Transit in Show Low and Pinetop-Lakeside

Riding the Bus

The Four Seasons Connection operates two routes - one in Show Low and one in Pinetop-Lakeside. Passengers can transfer from one route to the other with no wait.

- The Show Low Route shown in **ORANGE** indicates the northbound route and stops. The **YELLOW** line indicates the southbound route and stops. The bus stops are numbered and correspond to the bus stops shown on the schedule.
- The Pinetop-Lakeside route is shown in **DARK BLUE** (southbound) and **LIGHT BLUE** (northbound). The bus stops on this route are numbered, and correspond to the schedule.



Connecting Service

Transferring Between Routes

The two FSC bus routes meet at Wal-Mart in Show Low for easy no-wait transfers. You must pay full fare or show a pass when boarding the second bus.

Connecting Holbrook, Snowflake, Taylor

You can connect from the Four Seasons Connection to the White Mountain Connection at two locations: Show Low Wal-Mart and Safeway in Pinetop/Lakeside. For schedule information, please call 928-537-0627.



The White Mountain bus connects with Greyhound at Circle K-Holbrook, Monday through Friday. To check the Greyhound schedule or purchase a Greyhound ticket, go online to www.greyhound.com or call 1-800-231-2222 for information.

Bus Hours and Holiday Schedule

The Four Seasons Connection picks up year-round, Monday through Saturday from 6:30 AM until 5:30 PM. Buses do not run on New Year's Day, Thanksgiving Day and Christmas Day.

Deviation Service

Four Seasons Connection offers deviation services to the general public within 3/4 mile of the designated route if road conditions and accessibility are not a safety hazard. Deviation requests require 2 business days advance notice for first time requests to assure the bus can safely access the deviated location; thereafter 1 business day notice is required. Deviations are limited to one per hour between 8:00 am and 3:00 pm. A \$2 charge is assessed for each one-way deviation, payable by cash. For more information on route deviation services, or to schedule a pickup, please call 928-537-0627, Monday through Friday, 9:00 am - 3:00 pm.

INFORMACION EN ESPANOL Viajar en autobus

Four Seasons Connection opera dos rutas: una en Show Low y la otra en Pinetop-Lakeside. Los pasajeros pueden hacer trasbordo de una ruta a otra sin necesidad de esperar. Deberán pagar el boleto completo u mostrar un pase al abordar el segundo autobus.

Paradas "solo a pedido"

Para ser recogido en una parada "a pedido", debe llamar a Four Seasons Connection al telefono (928) 537-0627 con 24 horas de anticipación como mínimo. Para descender del autobus en una parada "a pedido", debe informar al conductor su destino cuando suba al autobus.

Conecte con White Mountain Connection para viajes a Holbrook, Snowflake y Taylor

Puede realizar una conexión de Four Seasons Connection a White Mountain Connection en tres ubicaciones: Wal-Mart, Safeway en Pinetop-Lakeside, y DES en Show Low. Para obtener información sobre los horarios del servicio, llame al teléfono (928) 537-0627.

Horario de servicio y feriados

Four Seasons Connection brinda servicio todo el año, de lunes a sábado, de 6:30 a.m. a 5:30 p.m. Los autobuses no operan el Día de Año Nuevo, el Día de Acción de Gracias ni el Día de Navidad.

Espanol Fares & Passes

Entradas de efectivo (cambio exacto requerido)	
Entrada Regular	\$1.00
Ancianos de edad y mas	\$.50
Discapacitados	\$.50
Niños bajo de 5 años de edad (acompañado con un adulto pagado)	FREE
Desviación lugar de abordarse	\$2.00
Boletos de multi-uso	
Boleto de 10-aventones	\$ 7.50
Anciano (de 60 años o mas)	
boleto de 20-aventones	\$10.00
Discapacitado Boleto de 20-aventones	\$10.00
Boleto por todo el día (solo un día)	\$ 3.00
Boleto Mensual (Mes calendario)	\$30.00
Pase estudiantil (6 meses)	\$40.00
Uso sin limite de FSC y WMC	

Four Seasons Connection es opera do por MV Transit Baja contrato con la Ciudad de Show Low. Todos los Vehiculos son accesible para dispositivo de movilidad de acuerdo con el Americans with Disabilities Act.

Four Seasons Connection cumple con el Título VI de la Ley De Derechos Civiles de 1964. El servicio se proporciona Sin respect a la raza, color, origen nacional, edad, sexo o discapacidad. Para presentar una queja de derechos civiles, póngase en contacto con los Coordinador del Programa FTA de Título VI, en 928-532-4097, o, Derechos Civiles ADOT Oficina, 1135, N. 22 Ave., MD 154A, Phoenix, AZ 85009, en 602-712-7761, o, FTA Title VI Program Coordinator, East Bldg, 5th Floor, TCR 1200, New Jersey Ave., SE Washington, D.C. 20590.

Información de la agenda de transporte, incluyendo información en formatos alternativos distintos del ingles puede ser obtenida a través de la Gerencia General de Transito al 928-532-0627.

Donde se puede comprar boletos?

- Boletos están disponibles en:
- Show Low City Hall
 - Pinetop Safeway
 - Northland Pioneer College (solo boletos para estudiantiles)

Se pueden comprar Boletos en los autobuses por medio de los conductores. Cambio exacto tiene que ser utilizado (excluyendo pases estudiantiles)

Fares & Passes

Cash fare or pass must be presented to driver at time of boarding.

Cash Fares (exact change required)

Regular fare	\$1.00
Seniors (60+)	\$.50
Persons with Disabilities	\$.50
Children under 5 (with paying adult)	FREE
Deviation Pickup (one way)	\$2.00

Multi-Ride Passes (no expiration date)

10-Ride Pass	\$ 7.50
Senior (60+) 20-Ride Pass	\$10.00
Disabled 20-Ride Pass	\$10.00

All Day Pass (one day only)	\$ 3.00
Monthly Pass	\$30.00

Student Pass (6 mos.)	\$40.00
Unlimited rides on FSC and WMC	

Four Seasons Connection is operated by MV Transportation under contract to the City of Show Low. All vehicles are wheelchair accessible and operated in accordance with the Americans with Disabilities Act.

Four Seasons Connection complies with Title VI of the Civil Rights Act of 1964. Service will be provided without regard to race, color, national origin, age, sex or disability. To file a civil rights complaint, contact the City Transit Coordinator at 928-532-4097, or, ADOT, Civil Rights Office, 206 S. 17th Ave., Mail Drop 154A, Phoenix, AZ 85007, (602) 712-7761 or, FTA Title VI Program Coordinator, East Bldg, 5th Floor - TCR 1200, New Jersey Ave., SE Washington, D.C. 20590.

Information about the transit agency, including information in non-English alternative formats may be obtained through the Transit General Manager at (928) 537-0627.

Where to Buy Your Pass

- Passes are available at:
- Show Low City Hall
 - Pinetop Safeway
 - Northland Pioneer College (student passes only)

Passes can also be purchased from the driver with exact fare or check (excluding student passes)



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RIDER'S GUIDE

English
& Spanish



For More Information
Call 928-537-0627

Rev. 2/20

Limited English Proficiency Plan

CITY OF SHOW LOW has developed the following Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to **CITY OF SHOW LOW** services as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training to staff, notification to LEP persons that assistance is available, and information for future plan updates. In developing the plan while determining the **CITY OF SHOW LOW**'s extent of obligation to provide LEP services, the **CITY OF SHOW LOW** undertook a U.S. Department of Transportation four-factor LEP analysis which considers the following:

- 1) The number or proportion of LEP persons eligible in the **CITY OF SHOW LOW** service area who may be served or likely to encounter by **CITY OF SHOW LOW** program, activities, or services;

Service Area Demographic Chart

The following demographic information was obtained from the U.S. Census Bureau, American Fact Finder, LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER - 2015 ACS 5-Year Estimates Detailed Tables

LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER					
	Show Low	Pinetop	Taylor	Snowflake	Holbrook
Population (over 5 years)	9,882	4,144	3,807	4,983	4,605
Speak Only English	98.2%	98.5%	99.0%	98.0%	96.2%
Limited English Speaking	1.8%	1.5%	1.0%	2.0%	3.8%

LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER

Survey/Program: American Community Survey Universe: Population 5 years and over TableID: B16001 Product: 2015 ACS 5-Year Estimates Detailed Tables

	Total:	Speak only English	Spanish or Spanish Creole:	Speak English "very well"	Speak English less than "very well"
▼ Holbrook city, Arizona					
Estimate	4,648	3,639	419	370	49
Margin of Error	+/-132	+/-218	+/-160	+/-144	+/-38
▼ Pinetop-Lakeside town, ...					
Estimate	4,151	3,884	133	119	14
Margin of Error	+/-110	+/-191	+/-110	+/-108	+/-21
▼ Show Low city, Arizona					
Estimate	9,882	8,571	744	658	86
Margin of Error	+/-236	+/-381	+/-271	+/-237	+/-67
▼ Snowflake town, Arizona					
Estimate	4,996	4,850	54	31	23
Margin of Error	+/-216	+/-230	+/-33	+/-36	+/-18
▼ Taylor town, Arizona					
Estimate	3,870	3,318	324	303	21
Margin of Error	+/-131	+/-242	+/-182	+/-181	+/-35

- 2) The frequency with which LEP individuals come in contact with a **CITY OF SHOW LOW** services
 The general public comes in contact with the City of Show Low on an infrequent basis but all residents are welcome to attend City Council and public meetings. **To facilitate public participation, the City of Show Low posts public meeting notices in English and will begin posting notices in Spanish on its website, in public places and in printed media in an effort to reach a larger audience.**
- 3) The nature and importance of the program, activities or services provided by the **CITY OF SHOW LOW** to the LEP population. Transportation planning is vital to a community and directly affects the lives of those living in the service area. Recommendations on roads, sidewalks, and public transportation service projects fall under the responsibilities of the City of Show Low, and projects completed by the City directly affect community residents. This includes minority and low income populations, including the LEP population. The City of Show Low is responsible to ensure that environmental, health and safety issues are considered in the projects developed by the City of Show Low.

- 4) The resources available to **CITY OF SHOW LOW** and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

The City of Show Low offers competent bilingual services free of charge to the general public during normal business hours. Due to limited resources, major plans and maps are not available in languages other than English; **however, the City of Show Low's website provides Title VI information in Spanish to the general public that includes Notice to the Public, Title VI Complaint Procedures and Complaint Form.**

CITY OF SHOW LOW provides a statement in Spanish and will for additional languages specific to the LEP community make up that will be included in all public outreach notices. Every effort will be made to provide vital information to LEP individuals in the language requested.

Safe Harbor Provision for written translations

CITY OF SHOW LOW complies with the Safe Harbor Provision, as evidenced by the number of documents available in the Spanish language. With respect to Title VI information, the following shall be made available in Spanish:

- (1) Non Discrimination Notice
- (2) Discrimination Complaint Procedures
- (3) Discrimination Complaint Form

In addition, we will conduct our marketing (including using translated materials) in a manner that reaches each LEP group. Vital documents include the following:

- (1) Notices of free language assistance for persons with LEP
- (2) Notice of Non-Discrimination and Reasonable Accommodation
- (3) Outreach Materials
- (4) Bus Schedules
- (5) Route Changes
- (6) Public Hearings

1) **CITY OF SHOW LOW** provides language assistance services through the below methods:

- ☒ Instructions are provided to customer service staff and other **CITY OF SHOW LOW** staff who regularly take phone calls from the general public on how to respond to an LEP caller.
- ☒ Instructions are provided to customer service staff and others who regularly respond to written communication from the public on how to respond to written communication from an LEP person.
- ☒ Instructions are provided to vehicle operators, station managers, and others who regularly interact with the public on how to respond to an LEP customer.
- ☒ Bilingual or multilingual versions of:
 - ☒ "How to ride" brochures
 - ☒ System maps and timetables

2) **CITY OF SHOW LOW** has a process to ensure the competency of interpreters and translation service through the following methods:

CITY OF SHOW LOW will ask the interpreter or translator to demonstrate that he or she can communicate or translate information accurately in both English and the other language. **CITY OF SHOW LOW** will train the interpreter or translator in specialized terms and concepts associated with the agency's policies and activities. **CITY OF SHOW LOW** will instruct the interpreter or translator that he or she should not deviate into a role as counselor, legal advisor, or any other role aside from interpreting or translator. **CITY OF SHOW LOW** will ask the interpreter or translator to attest that he or she does not have a conflict of interest on the issues that they would be providing interpretation services.

3) **CITY OF SHOW LOW** provides notice to LEP persons about the availability of language assistance through the following methods:

- ☒ Posting signs in intake areas and other points of entry
- ☒ Statements in outreach documents that language services are available from the agency.
- ☒ Working with community-based organizations and other stakeholders to inform LEP individuals of the Recipients' services, including the availability of language assistance services
- ☒ Announcements at community meetings
- ☒ Signs and handouts available in vehicles and at stations
- ☒ Agency websites

4) **CITY OF SHOW LOW** monitors, evaluates and updates the LEP plan through the following process:

CITY OF SHOW LOW will monitor the LEP plan by conducting an annual Four-Factor analysis, establishing a process to obtain feedback from internal staff and members of the public and conducting internal evaluations to determine whether the language assistance measures are working for staff. **CITY OF SHOW LOW** will make changes to the language assistance plan based on feedback received. **CITY OF SHOW LOW** may take into account the cost of proposed changes and the resources available to them. Depending on the evaluation, **CITY OF SHOW LOW** may choose to disseminate more widely those language assistance measures that are particularly effective or modify or eliminate those measures that have not been effective. **CITY OF SHOW LOW** will consider new language assistance needs when expanding transit service into areas with high concentrations of LEP persons will consider modifying their implementation plan to provide language assistance measures to areas not previously served by the agency.

5) **CITY OF SHOW LOW** trains employees to know their obligations to provide meaningful access to information and services for LEP persons and all employees in public contact positions will be properly trained to work effectively with in-person and telephone interpreters. **CITY OF SHOW LOW** will implement processes for training of staff through the following procedures:

CITY OF SHOW LOW will identify staff that are likely to come into contact with LEP persons as well as management staff that have frequent contact with LEP persons in order to target training to the appropriate staff. **CITY OF SHOW LOW** will identify existing staff training opportunities, as it may be cost-effective to integrate training on their responsibilities to persons with limited English proficiency into agency training that occurs on an ongoing basis. **CITY OF SHOW LOW** will include this training as part of the orientation for new employees. Existing employees, especially managers and those who work

with the public may periodically take part in re-training or new training sessions to keep up to date on their responsibilities to LEP persons. **CITY OF SHOW LOW** will implement LEP training to be provided for agency staff. **CITY OF SHOW LOW** staff training for LEP to include:

- A summary of the **CITY OF SHOW LOW** responsibilities under the DOT LEP Guidance;
- A summary of the **CITY OF SHOW LOW** language assistance plan;
- A summary of the number and proportion of LEP persons in the **CITY OF SHOW LOW** service area, the frequency of contact between the LEP population and the agency's programs and activities, and the importance of the programs and activities to the population;
- A description of the type of language assistance that the agency is currently providing and instructions on how agency staff can access these products and services; and
- A description of the **CITY OF SHOW LOW** cultural sensitivity policies and practices.

Show Low Quarterly



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July-September 2020

www.showlowaz.gov

City's primary election set for August 4

Six candidates filed the necessary nomination papers to run for three seats on the Show Low City Council and two filed to run for the Mayor's seat. The August 4 primary election ballot will ask voters to select a new Mayor and three Council members, with terms expiring December 2024. The Mayoral candidates, both currently seated Council



Gene Kelley

members, are Gene Kelley and John Leech, Jr. The Council candidates include one incumbent Council member—Connie Kakavas—plus newcomers Jon Adams, Melody Bell, Ray Duran, Jack Latham, and Dawn V. Wilson. The city contracts with Navajo County to administer its elections. The city's

portion will appear at the end of federal, state and county elections, with ballot language mandated by state law. The primary election is a traditional polling place election, not a ballot-by-mail election. It means that Show Low's voters will either have to go to the polls or request that Navajo County mail them an early ballot.

Voters can vote at either of two polling places in Show Low: City Campus Gymnasium, 620 E. McNeil, or Timber Mesa Fire and Medical District, 3561 E. Deuce of Clubs. Voters must present the necessary identification to receive a ballot. To request a ballot in the mail, call the county at (800) 668-3867 no later than July 24.

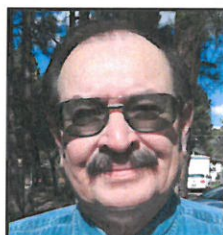


Jon Adams

Compared to county, state and federal offices, city elections are non-partisan (that is, a candidate shows no political party affiliation). Nevertheless, a voter going to the polls or voting via mail will be given or mailed a primary election ballot of that voter's designated political party (Democrat, Republican, or Libertarian). Voters also have the option to request a city-only ballot that shows only the City Council candidates and no other races or propositions.

Voters who have registered as Independents or have not designated a party will be given the option to vote a Democrat, Republican or city-only ballot (but cannot vote a Libertarian ballot).

A city general election on November 3 will be held only if all three council member seats are not filled at the



Ray Duran

primary. To win in the primary, a candidate must receive more than half of the total number of votes cast for all six candidates. If all candidates receive a majority, the three receiving the highest number of votes will be elected. For information, call (928) 532-4060 or 532-4061.

(Note: Federal law requires election information be provided in English and Spanish.)

Seis candidatos presentaron los documentos de nominación necesarios para postularse para tres escaños en el Show Low City Council y dos se presentaron para postularse para el escaño del Alcalde. La boleta electoral primaria del 4 de agosto pedirá a los electores que seleccionen un nuevo alcalde y tres miembros del consejo, con términos que expiran en diciembre de 2024. Los candidatos a la alcaldía, ambos miembros actualmente sentados del consejo, son Gene Kelley y John Leech, Jr.

Los candidatos del consejo incluyen un miembro del consejo, Connie Kakavas, además de Jon Adams, Melody Bell, Ray Duran, Jack Latham y Dawn V. Wilson. La ciudad contrata con el condado de Navajo para administrar sus elecciones. La parte de la ciudad aparecerá al final de las elecciones federales, estatales y del condado, con el lenguaje de los boletos siguiendo por la ley estatal.

La elección primaria es una elección tradicional del lugar de votación, no una elección de voto por correo. Esto significa que los votantes de Show Low tendrán que ir a las urnas o solicitar que el Condado de Navajo les envíe una boleta anticipada.

Los votantes pueden votar en cualquiera de los dos lugares de votación en Show Low: City Campus Gymnasium, 620 E. McNeil, o Timber Mesa Fire y Medical District, 3561 E. Deuce of Clubs. Los electores deben presentar la identificación necesaria para recibir una boleta. Para solicitar una boleta por correo, llame al condado al (800) 668-3867 no más tardar que el 24 de julio.

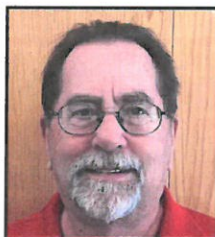
En comparación con las oficinas del condado, el estado y las oficinas federales, las elecciones municipales no son partidistas (es decir, un candidato no muestra afiliación a un partido político).



Connie Kakavas



John Leech, Jr.



Jack Latham



Melody Bell



Dawn V. Wilson

City's fiscally conservative budget mirrors Council's priorities

Like every business or household, the City of Show Low operates successfully by living within its means. A major tool is our annual budget which is built on a foundation of fiscal responsibility to our taxpayers, residents and customers.

Our fiscal year runs from July 1 through June 30. Due to the recent COVID-19 pandemic, the Show Low City Council adopted the fiscal year 2021 (July 1, 2020, through June 30, 2021) tentative budget on June 16. The final budget adoption is scheduled for July 21, 2020. Our fiscal position has remained strong by making significant operational and long-term adjustments over the last few years. Unlike many cities, Show Low does not have a general property tax. Instead, we rely on sales tax revenues, state-shared revenues and user fees to fund the city's operations and programs.

Shopping locally keeps our tax dollars within our community to support local jobs, businesses and families. Because a large portion of our operational revenues comes from state-shared revenues, the state's fiscal position also affects us. Like our city collections, the state continues to see increases in sales, gas and income tax collections. State-shared revenues are allocated to the city based on the state's 2018 population estimate of 11,321.

All money received by the city is spent on projects, public safety, community programs and providing services. The adopted fiscal year 2021 budget totals nearly \$60.2 million. It includes healthy reserve balances and continues to show built-up savings that will be used to complete planned large-scale capital projects over the next few years.

The City Council and staff are committed to retaining our quality of life while providing the amenities offered by well-run communities within sensible fiscal constraints. Our employees deliver services and programs to local citizens, residents from neighboring communities and tourists. Departments include police, public works (engineering, streets, water, sewer and airport), planning and zoning, community services and administration.

Whether you are a resident or a visitor, be assured that you are receiving high-quality city services. Our employees take pride in ensuring that Show Low is a great place to live, work and play. We are committed to nurturing our community's livability and the safety, health and well-being of those who live, work or visit our community.

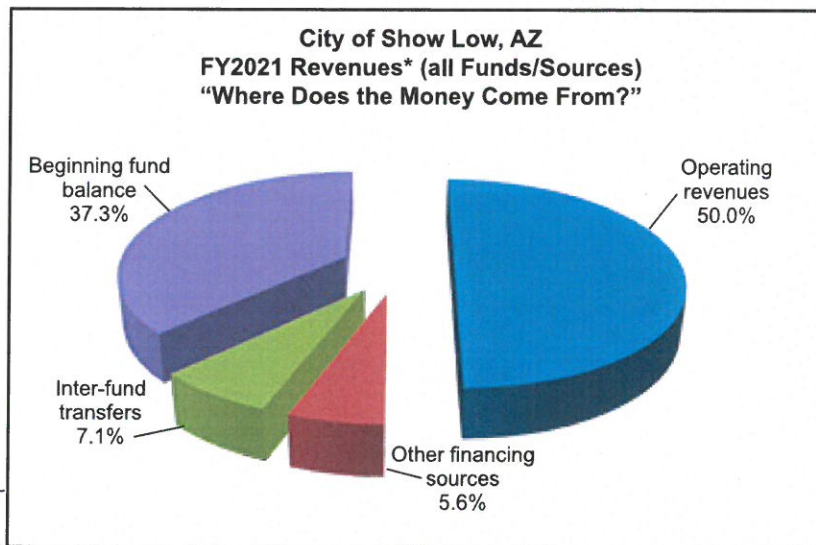
Overview

The Mayor and Council strongly believe that maintaining our city's infrastructure continues to be the city's highest priority, and we do not want to move backwards. With this in mind, approximately \$12.6 million has been appropriated to maintain, improve and repair roadways, sidewalks, water lines, and sewer lines and make airport improvements. Overall, \$19.7 million has been allocated for capital projects (approximately \$5.1 million of which is grant-funded), \$1.5 million has been set aside for future capital projects and \$2.7 million is held in reserve as a "rainy day" fund. The adopted budget of \$60.2 million

reflects a \$7.6 million increase from last year's adopted budget, maintaining the city's commitment to saving, building reserves, completing capital projects, and providing necessary and desired services.

Revenues

Each fiscal year the city starts the year with funds in the bank. This year, the beginning fund balance is approximately \$26.5 million. Through the course of the year, we project that an additional \$35.6 million will be collected through taxes, utility



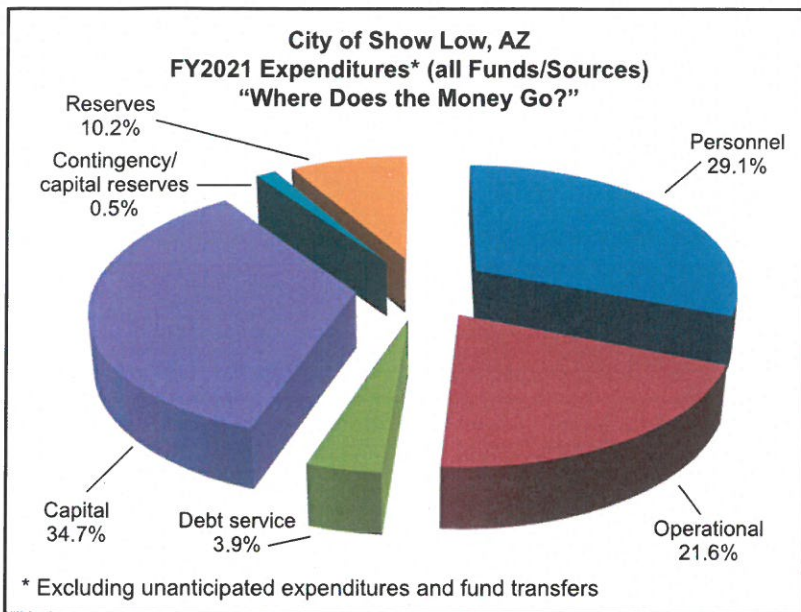
fees, grants and other income sources. Of this amount, about \$10.5 million is raised from the local city sales tax generated by everyone who shops at our local businesses. Although Show Low does not have a general property tax, residents do pay a small amount of property taxes for street and park lights.

The remainder of our revenue comes from state-shared revenues, building permit fees, utility (water, sewer, sanitation) payments and fees, debt, service charges and court fines. We regularly pursue federal and state grants as well as partnerships with other governments and agencies to help pay for programs and improvements. Last year, the city received approximately \$2 million in grants for a wide range of projects and activities. For fiscal year 2021, we have included known grants and contributions totaling \$5.1 million. An additional \$4.0 million has been included as an estimated amount to be allocated by the Mayor and Council as grants are received.

Expenses

Although the adopted budget totals \$60.2 million, we anticipate spending approximately \$45.0 million this fiscal year. The variation comes from our reserves, savings and the estimated grant amount in the adopted budget total. In actuality, the city never spends all of these funds. Two major areas that the city spends its money are on capital projects (projects valued over \$50,000) and for city personnel to provide needed services. Consistent

...continued on page 3



with the budget as a whole, these areas are relatively the same as last fiscal year.

This budget continues various programs with no reductions of current service levels. Overall, the city's expenditure levels by service area reflect the city's commitment to provide services directly to our residents. Operational expenditures (expenses) are the annual recurring costs borne by the city and normally exclude capital projects and other one-time purchases. Operationally, public safety is our largest expense. We estimate the city will spend nearly \$9.3 million in fiscal year 2021 on public safety activities.

The city has funded a number of major projects in fiscal year 2021. Some are newly funded, while others are ongoing. The following summarizes the key projects.

❖ **Water system improvements** – We budgeted \$4.5 million for water projects to benefit Show Low's citizens in various areas, including replacing AC line with PVC line with new fire hydrants and services, upgrading water lines on West Cooley from Central to 8th Ave, upgrading waterlines in Fawnbrook Phase I subdivision, making site improvements to the 300,000 gallon water tank, making improvements to water storage tanks, and purchasing backup generators for wells.

❖ **Road improvements** – We budgeted \$4.4 million for roads, including improvements to 6th Street, 14th Loop, Cooley from Central to 4th, 4th Avenue from Old Linden Road to Cooley. We also budgeted for improvements in the Hillcrest subdivision and the connection on West Owens from Pine Haven to the Deuce of Clubs. If a grant is awarded, we will install approximately 2,600 linear feet of roadway 24 feet wide on Joe Tank Road with drainage crossings and ribbon curb on each side. Sidewalks will be added on Show Low Lake Road to Scott Ranch Road and on North 16th Avenue from McNeil to Old Linden Road.

❖ **Wastewater system improvements** – We budgeted \$1.6 million for sewer projects, including Phase I of the Savage sewer line replacement, 24th Drive sewer line replacement, and West Cooley sewer improvements. Other funds are set aside to replace manholes, which deteriorate over time, as part of our ongoing maintenance program.

❖ **Airport improvements** – Pavement improvements will be made to the south apron and the airport master plan will be updated.

❖ **Park improvement projects** – The Frontier Park playground/splashpad project, Show Low Creek Trail at the Meadow, Show Low Creek fishing piers, Show Low Lake fishing piers, and continued improvements at the City Campus on McNeil are budgeted in FY2021.

A copy of the final budget is available online at the city's website at showlowaz.gov. Direct questions to Justin Johnson, Deputy City Manager, at (928) 532-4024.

Help slow the spread of COVID-19

STAY HOME IF YOU ARE SICK.
PRACTICE PHYSICAL DISTANCING OF AT LEAST 6 FEET.
WASH HANDS FREQUENTLY OR USE HAND SANITIZER.
AVOID TOUCHING EYE, NOSE, AND MOUTH.
DISINFECT FREQUENTLY TOUCHED SURFACES.

Election news...continued from cover page

Sin embargo, un elector que vaya a las urnas o vote por correo recibirá o enviará por correo una boleta electoral primaria del partido político designado por ese elector (demócrata, republicano o libertario). Los electores también tienen la opción de solicitar una boleta solo de la ciudad que muestre sólo los candidatos del consejo y ninguna otra raza o propuesta.

Los electores que se hayan registrado como Independientes o no hayan designado un partido tendrán la opción de votar un boleto demócrata, republicana o solo de ciudad (pero no pueden votar una boleta libertaria).



Las elecciones generales de la ciudad del 3 de noviembre se llevarán a cabo sólo si no se llenan todos los escaños en las primarias. Para ganar en la elección primaria, un candidato debe recibir más de la mitad del número total de votos emitidos para los seis candidatos. Si todos los candidatos reciben la mayoría, se elegirán los tres que reciban el mayor número de votos. Para obtener información, llame al (928) 532-4060 o 532-4061.

Quarterly newsletters (January-March, April-June, July-September, October-December) are produced by the City of Show Low and are available at showlowaz.gov. Direct questions to (928) 532-4060 or 532-4061.

Non-elected Committees Membership Table

Subrecipients who select the membership of transit-related, non-elected planning boards, advisory councils, or committees must provide a table depicting the membership of those organizations broken down by race. Subrecipients also must include a description of the efforts made to encourage participation of minorities on these boards, councils, and committees.

☒ **CITY OF SHOW LOW** does not select the membership of any transit-related committees, planning boards, or advisory councils.

Monitoring for Subrecipient Title VI Compliance

Describe how you monitor your subrecipients. This can be through site visits, submissions of Title VI Plans annually, or training and surveys.

☒ **CITY OF SHOW LOW** does not have subrecipients and thus does not monitor subrecipients for Title VI compliance.

Title VI Equity Analysis

A subrecipient planning to acquire land to construct certain types of facilities must not discriminate on the basis of race, color, or national origin, against persons who may, as a result of the construction, be displaced from their homes or businesses. "Facilities" in this context does not include transit stations or bus shelters, but instead refers to storage facilities, maintenance facilities, and operation centers.

There are many steps involved in the planning process prior to the actual construction of a facility. It is during these planning phases that attention needs to be paid to equity and non-discrimination through equity analysis. The Title VI Equity Analysis must be done before the selection of the preferred site.

Note: Even if facility construction is financed with non-FTA funds, if the subrecipient organization receives any FTA dollars, it must comply with this requirement.

☒ **CITY OF SHOW LOW** has no current or anticipated plans to develop new transit facilities covered by these requirements.

Fixed Route Transit Provider Analysis

Fixed Route: Public transit service (other than by aircraft) provided on a repetitive, fixed-schedule basis along a specific route, with vehicles stopping to pick up passengers.

A subrecipient providing fixed route service, as defined above, must determine the distribution of transit amenities or the vehicle assignments for each mode in a non-discriminatory manner. The subrecipient must develop policies to ensure service is not distributed on the basis of race, color, or national origin.

Effective practices to fulfill the Service Standards requirements include developing written policies covering each of the following service indicators: (can be expressed in writing or in table format – see Circular Appendix G & H pp. 87-91)

1) Vehicle Load for Each Mode

The Four Seasons Connection (FSC) bus line operates on a repetitive, fixed-schedule basis along a defined route in Pinetop-Lakeside and Show Low. Buses operating the Four Seasons Connection have a maximum passenger capacity of 22 with capacity for two wheelchairs.

2) Vehicle Headway for Each Mode

Headway for FSC is 60 minutes with deviation services offered to the general public up to a 3/4 mile from the fixed route.

3) On Time Performance for Each Mode

The Four Seasons Connection bus maintains an on-time pull out performance rate of 100% and buses consistently operate on-time throughout the day during normal road conditions. At an elevation of 6300 feet, snow and ice conditions in the White Mountains are prevalent during winter months and delays do occur at this time of year; however, the safety of our passengers and drivers is never compromised. FSC defines “on-time” route performance as 0-10 minutes to allow sufficient time for bus drivers to safely facilitate wheelchair boarding’s that average 10-15 per day.

4) Service Availability for Each Mode:

The FSC bus operates Monday through Saturday from 6:30 AM to 6:30 PM. The last pickup is 5:30 PM. Buses do not run on Thanksgiving Day, Christmas Day and New Year’s Day. FSC offers deviation services to the general public within ¾ miles of the designated route if road conditions and accessibility are not a safety hazard. Deviation requests require 2 business days advance notice for first time requests to assure the bus can safely access the deviated location; thereafter, 1 business day notice is required. Deviations are limited to one per hour between 8:00 AM and 3:00 PM. A \$2 charge is assessed for each one-way deviation.

The White Mountain Connection commuter bus (WMC) operates Monday through Friday from 6:30 AM to 6:30 PM. The bus does not run on Thanksgiving Day, Christmas Day and New Year’s Day. The WMC makes 3 round trips per day from Pinetop to Holbrook, connecting with the FSC buses at the transfer station in Show Low before each trip to Holbrook.

5) Transit amenities for each mode

Shelters are provided at all stops, where permitted. Some Four Seasons Connection bus stops are located on private property and require owner consent and/or recorded easement for the construction of a covered shelter. All shelters are wheelchair accessible and include waste receptacles, route schedules and bus stop signage.

6) Vehicle assignments for each mode

The Four Seasons Connection operates two buses, Monday through Saturday. With a total fleet of 4 buses, vehicles are alternated throughout the week to maximize their useful life. Buses are serviced and inspected every 5,000 miles to ensure their safety, longevity and reliability.

CITY OF SHOW LOW RESOLUTION NO. R2020-26

A RESOLUTION OF THE MAYOR AND COUNCIL OF THE CITY OF SHOW LOW, ARIZONA, RESCINDING RESOLUTION NO. R2018-11 AND ADOPTING A REVISED TITLE VI POLICY STATEMENT AND IMPLEMENTATION PLAN THAT SUPPORTS THE FEDERAL TRANSIT ADMINISTRATION TITLE VI STATUTES AND REGULATIONS FOR NON-DISCRIMINATION IN ALL CITY OF SHOW LOW PROGRAMS AND ACTIVITIES

RECITALS:

WHEREAS, the contract between the Arizona Department of Transportation and the City of Show Low (hereinafter known as "City") for transit services was renewed and becomes effective October 1, 2020; and

WHEREAS, the contract provisions, as set forth by the Federal Transit Administration, mandate the City of Show Low rescind Resolution No. R2018-11, adopted on May 1, 2018, that approved a Title VI policy statement and implementation plan and adopt a revised Title VI policy statement and implementation plan to assure full compliance with Title VI of the Civil Rights Act of 1964 and other federal statutes; and

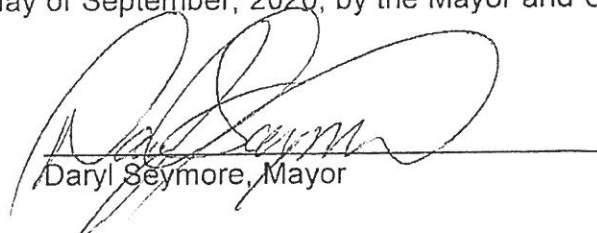
WHEREAS, the City of Show Low declares that every effort will be made to prevent discrimination to minority and low-income populations in delivering City programs and activities.

ENACTMENTS:

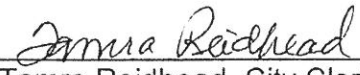
NOW, THEREFORE, BE IT RESOLVED that the Mayor and Council of the City of Show Low, Arizona, rescind Resolution No. R2018-11 and adopt a revised Title VI policy statement and implementation plan, attached as Exhibit "A," that supports the Federal Transit Administration Title VI statutes and regulations for non-discrimination in all City of Show Low programs and activities.

BE IT FURTHER RESOLVED to authorize the Mayor to sign the Title VI policy statement and authorize the City Manager or his designee to oversee and implement the program.

PASSED AND ADOPTED this 15th day of September, 2020, by the Mayor and Council of the City of Show Low, Arizona.


Daryl Seymore, Mayor

ATTEST:



Tamra Reidhead, City Clerk

APPROVED AS TO FORM:



F. Morgan Brown, City Attorney